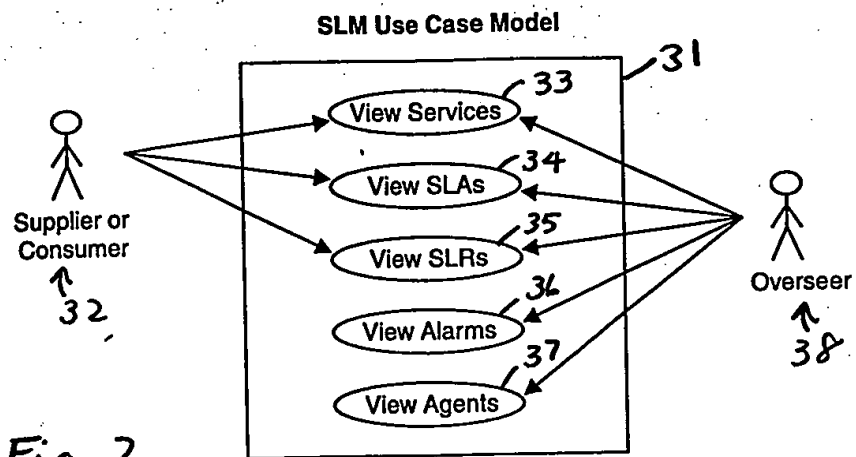


Fig. 1

[illegible]

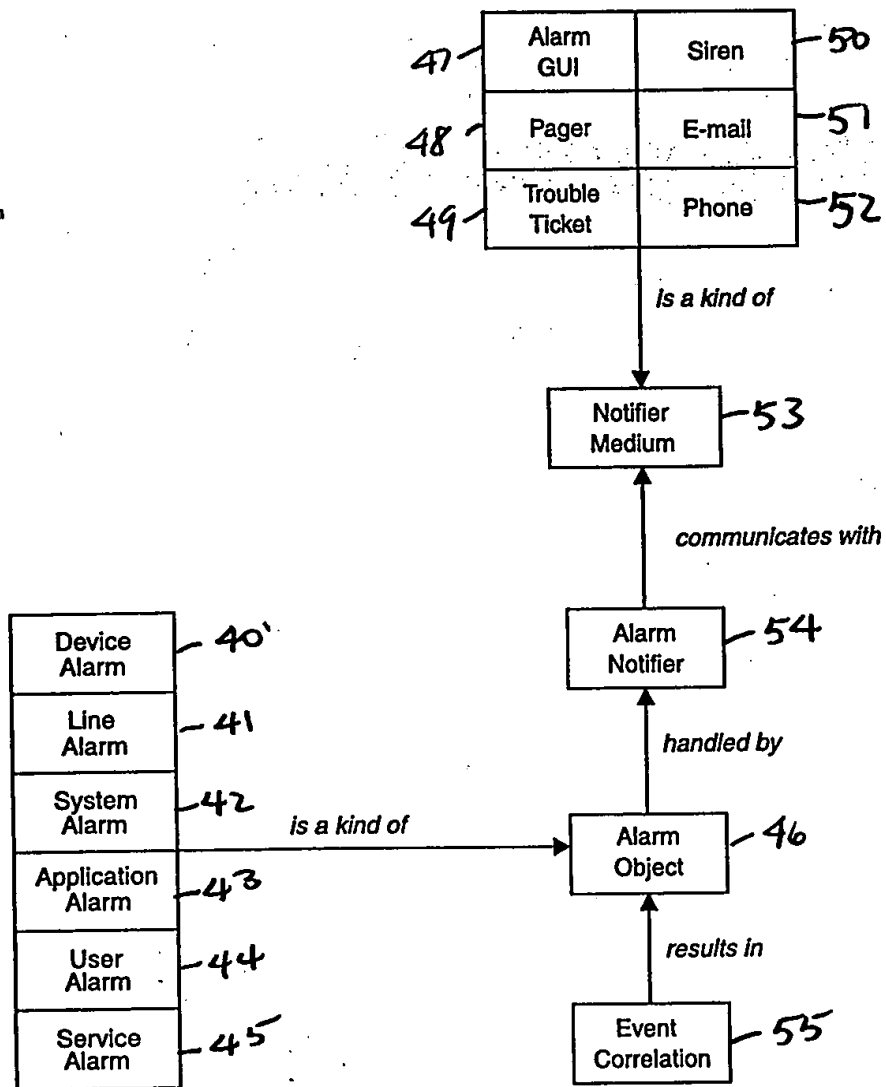
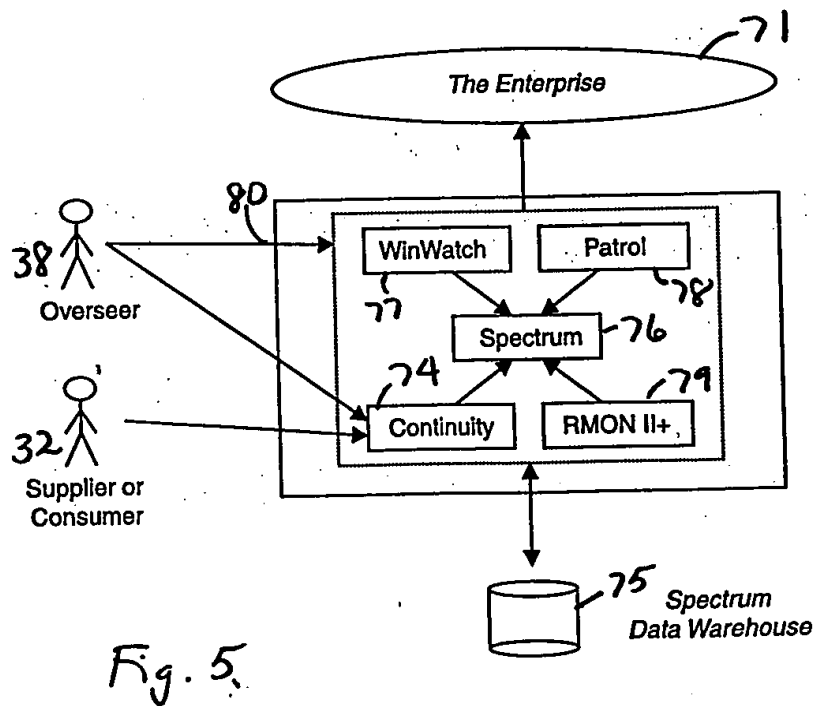
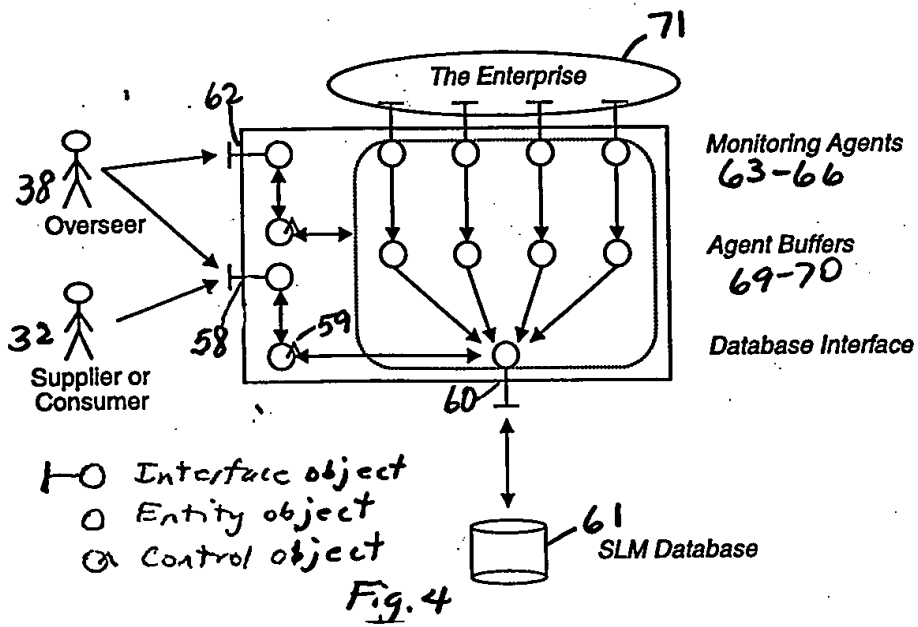


Fig. 3



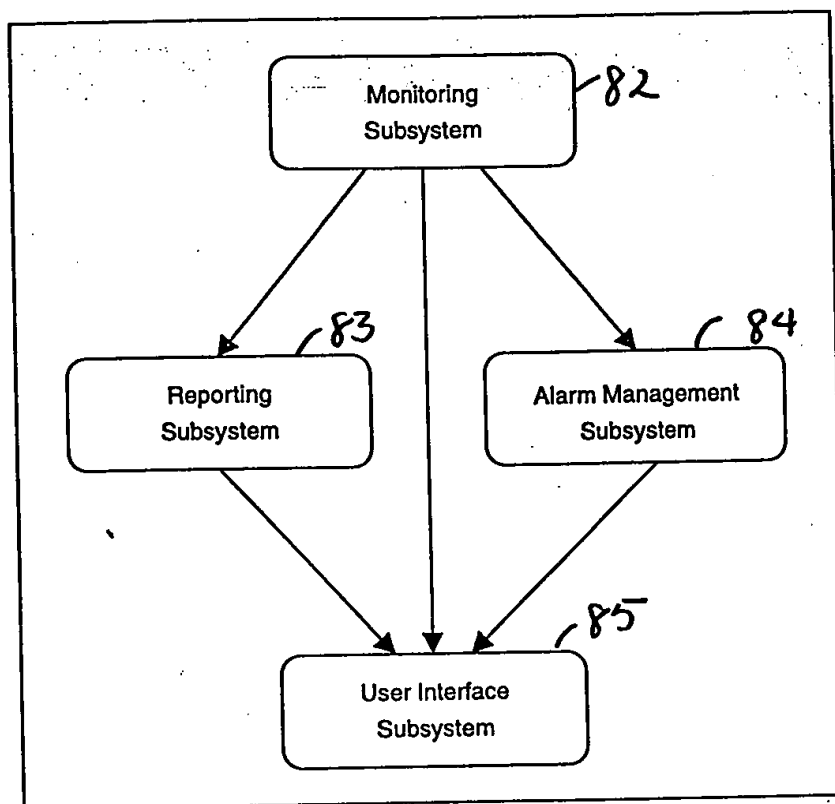


Fig. 6

Fig. 7

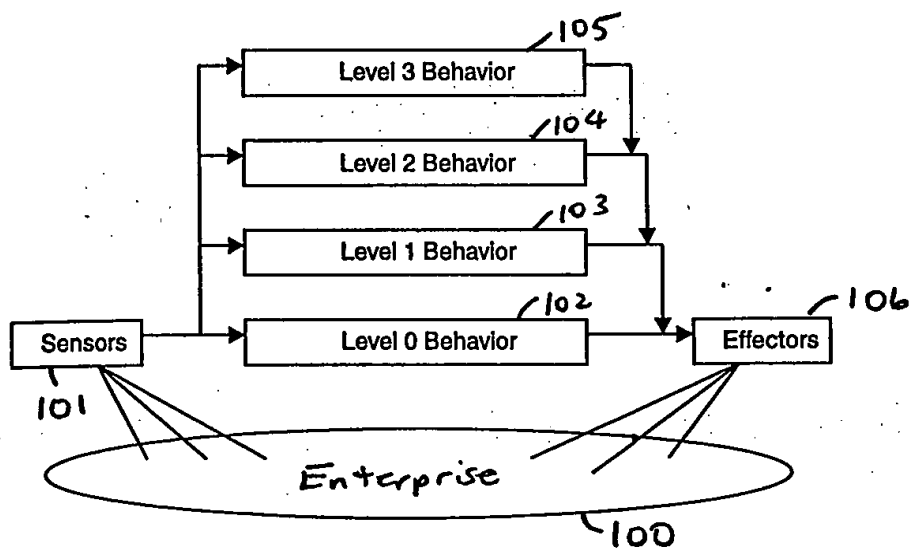


Fig. 8

Level 2 Abstraction,  
Reasoning, Instruction

Level 1 Abstraction,  
Reasoning, Instruction

Level 0 Abstraction,  
Reasoning,  
Instruction

Monitoring

Auto  
Control

Human  
Control

Fig. 9

The Enterprise 114

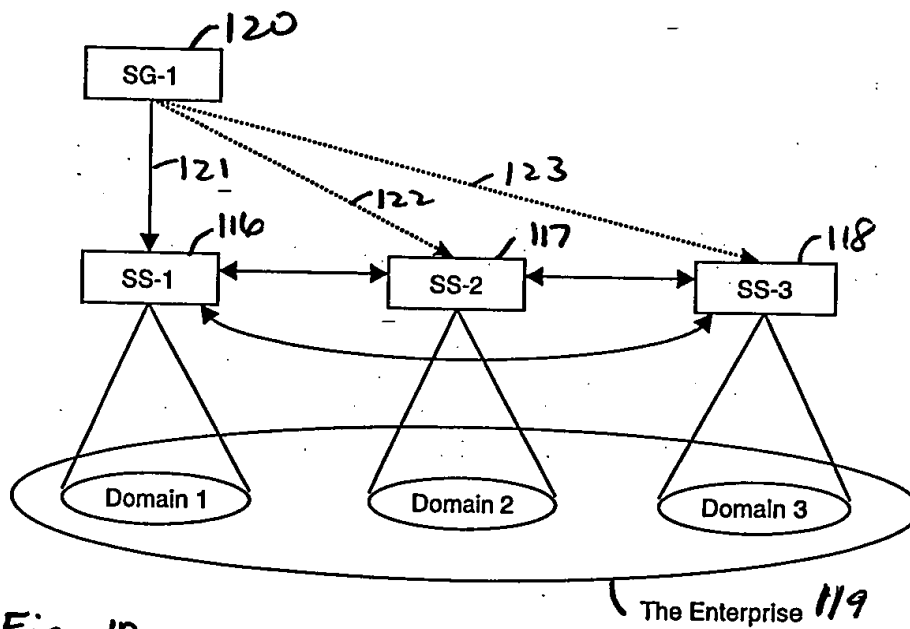


Fig. 10

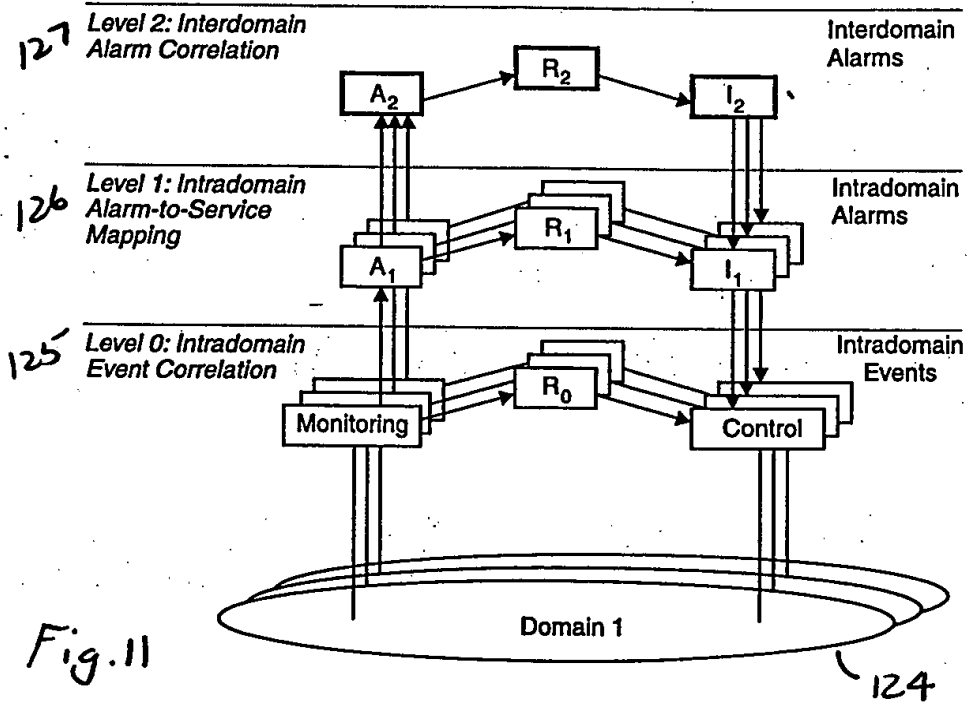


Fig. 11

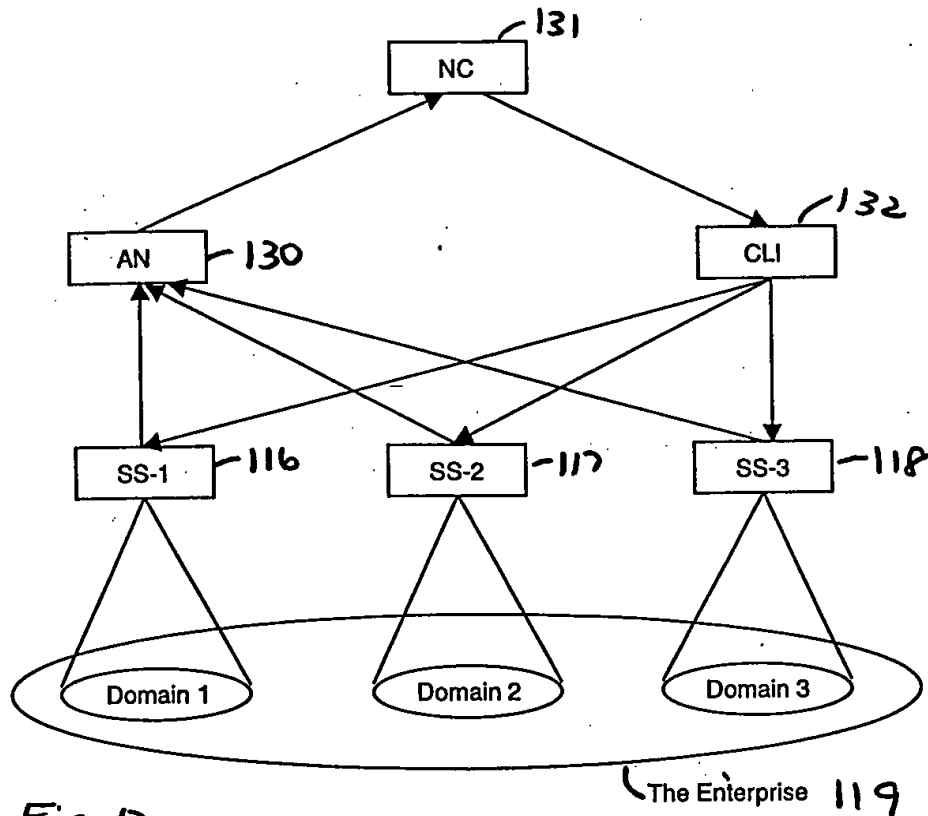


Fig. 12



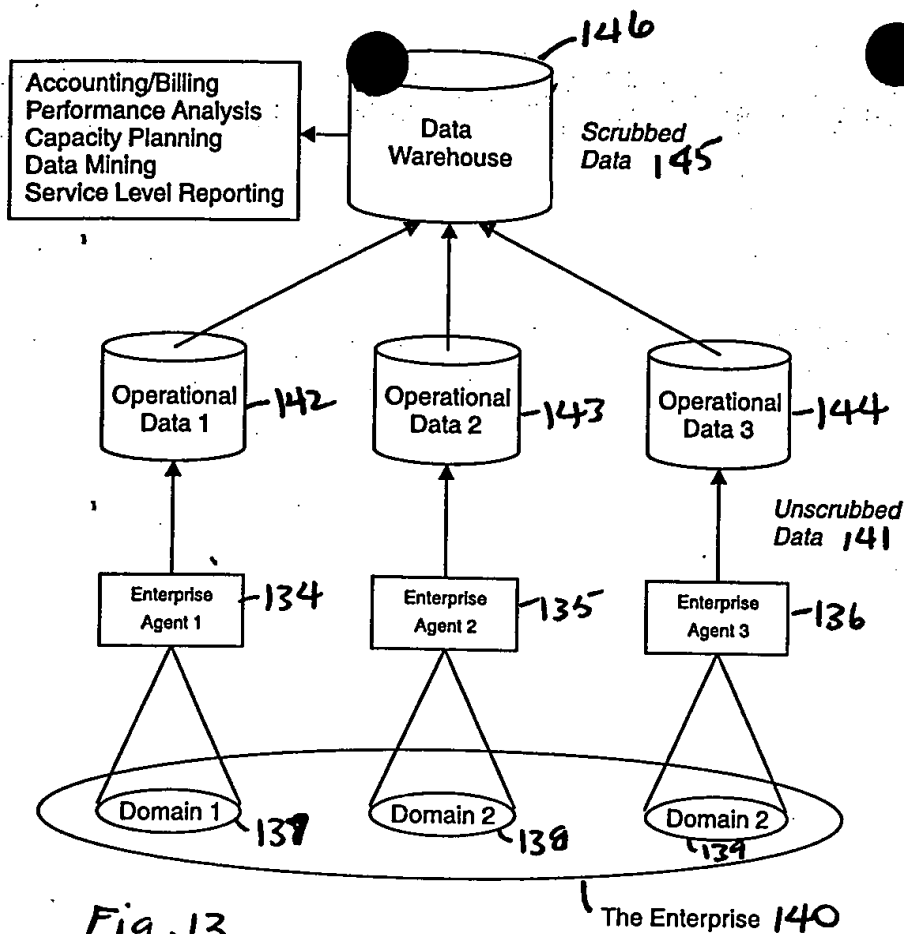


Fig. 13

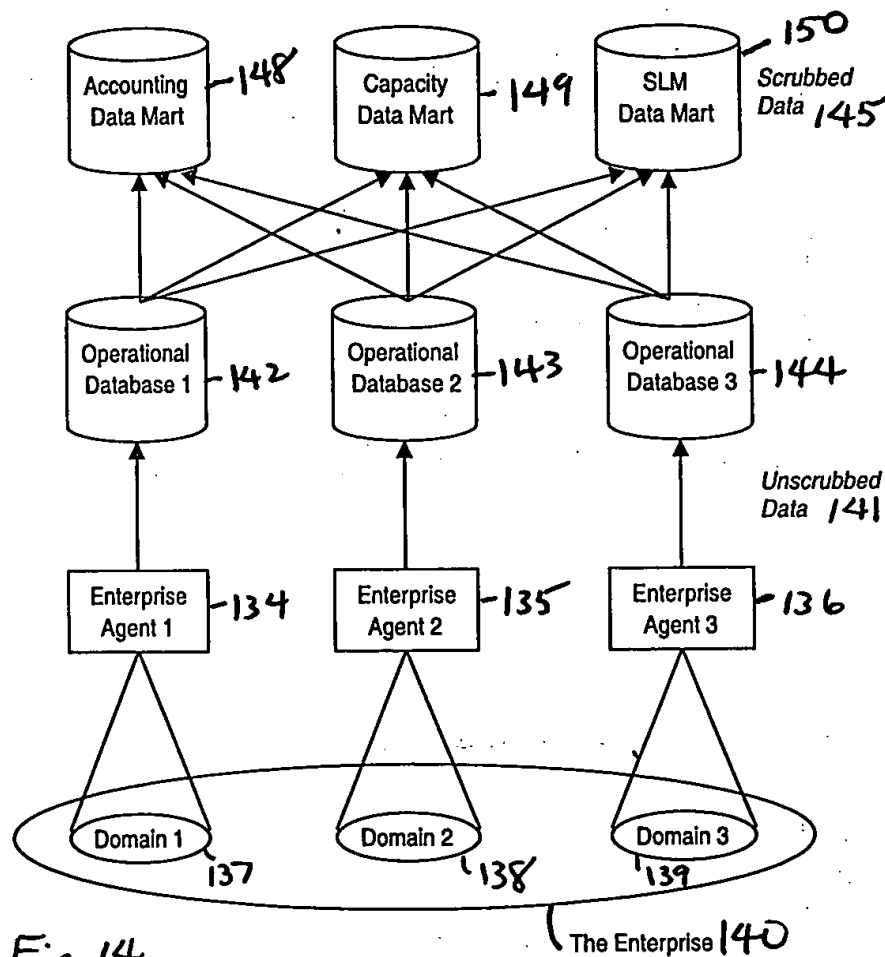


Fig. 14

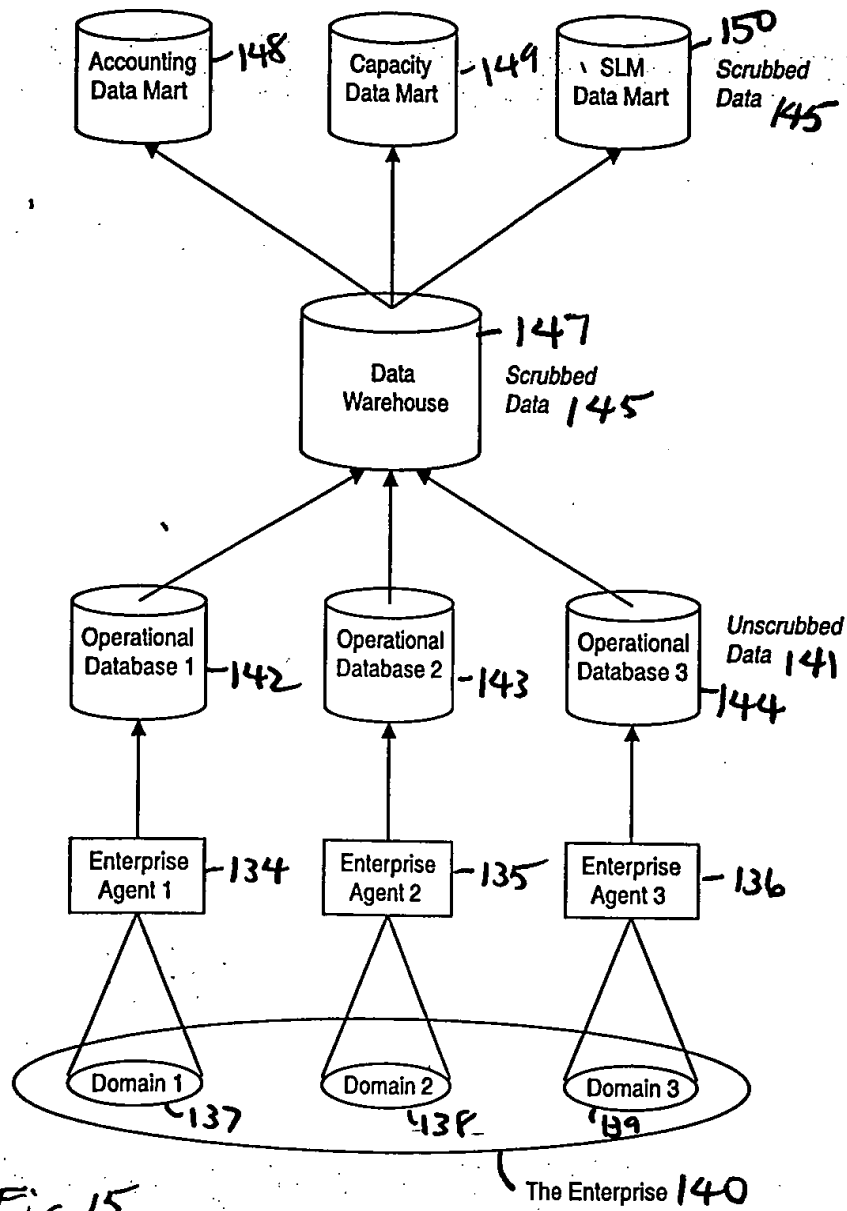


Fig. 15

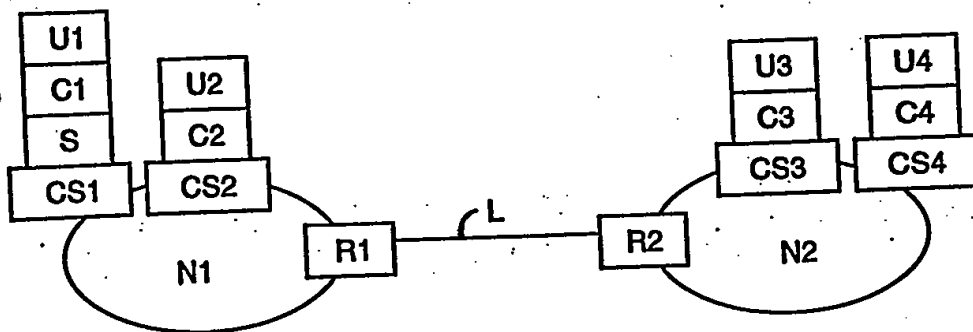


Figure 5.1, Fig. 16

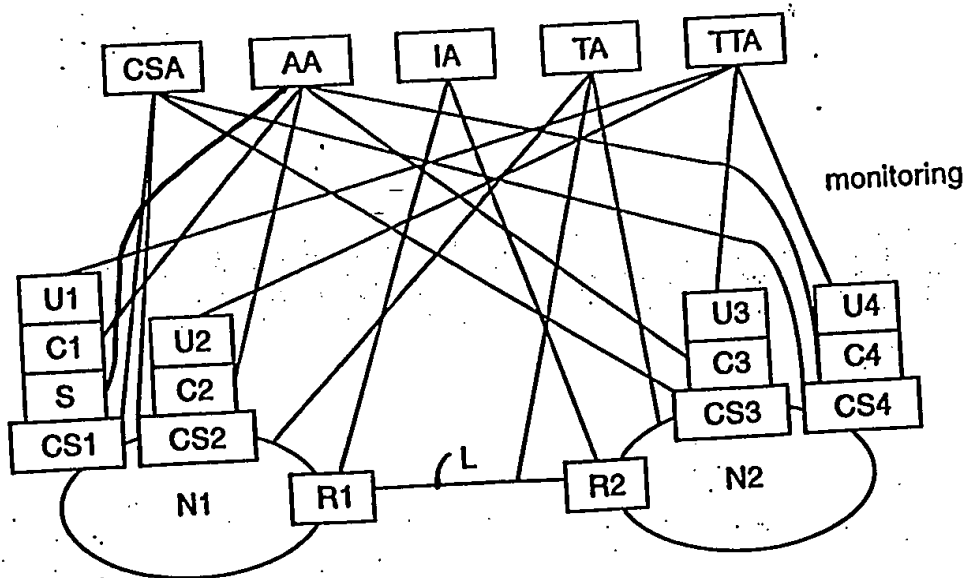


Figure 5.2 Fig. 17

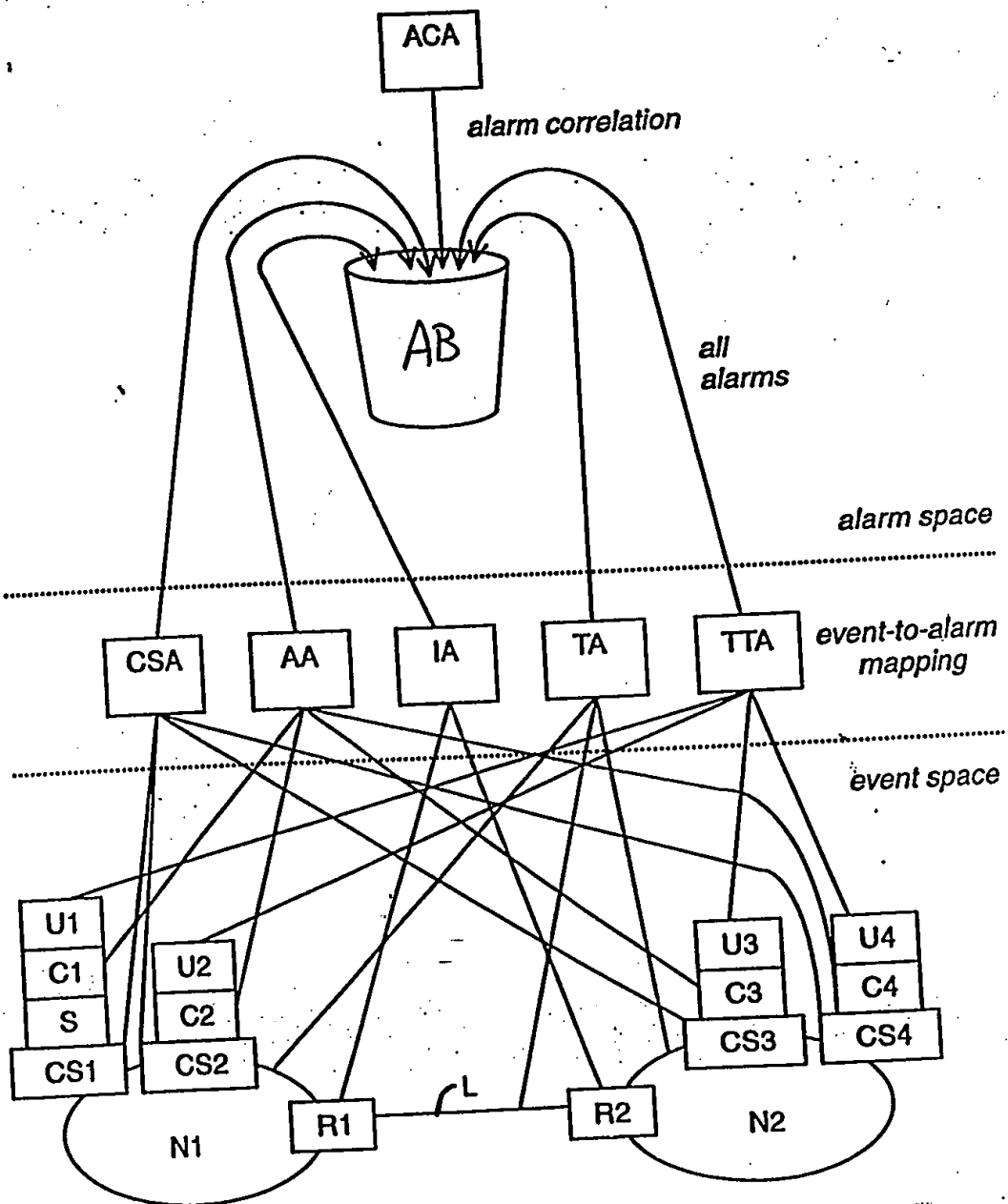


Figure 5.5

Fig. 18

[illegible]

↓  
for each aspect of network <sup>~161</sup>  
operation, map event(s) to  
alarm(s)

Correlate/Evaluate alarms to determine network operation status

↓  
Identify corrective actions  
necessary for desired operation of  
network

network  
↓  
Implement corrective actions or report identified corrective actions



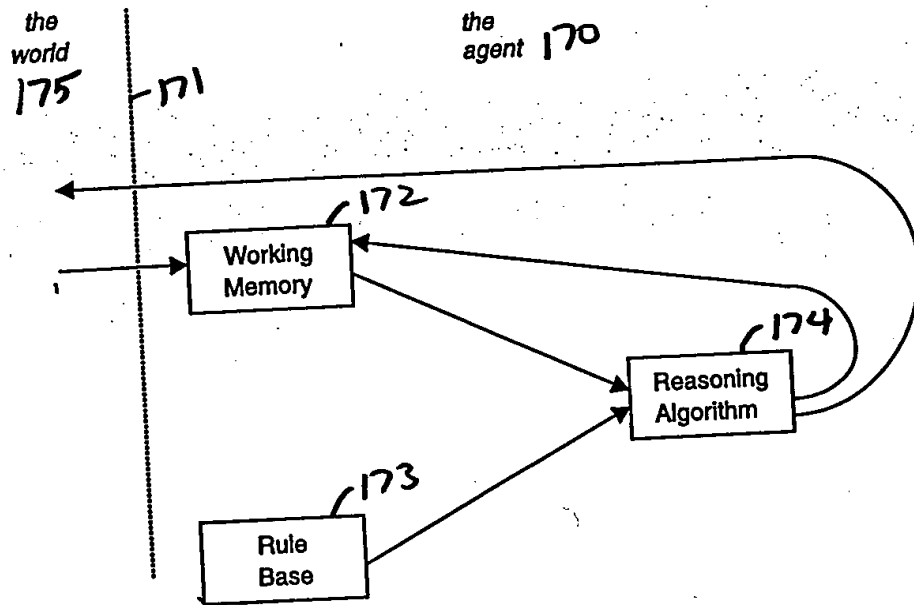


Fig. 21

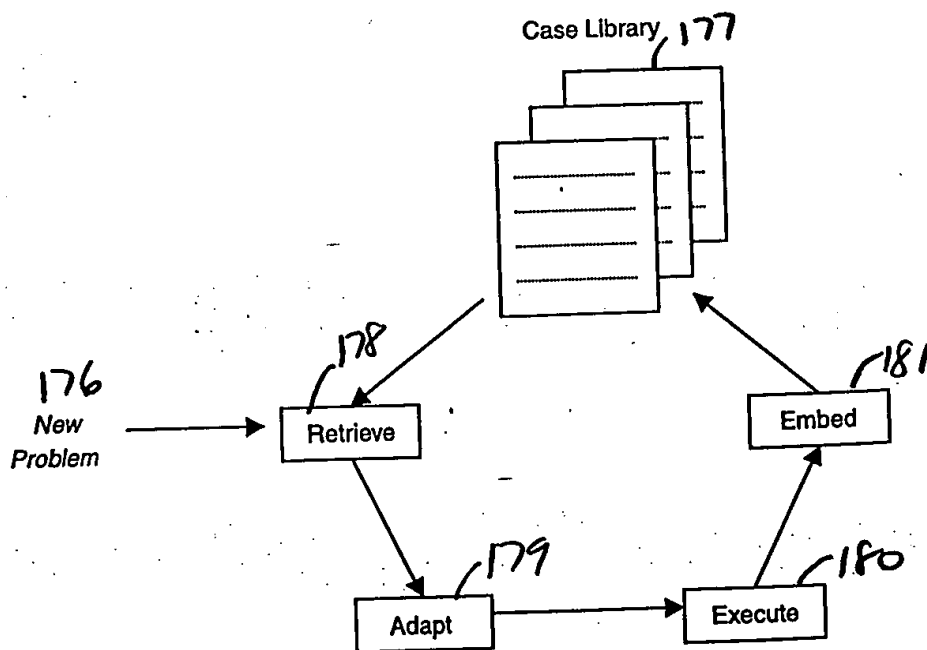


Fig. 22

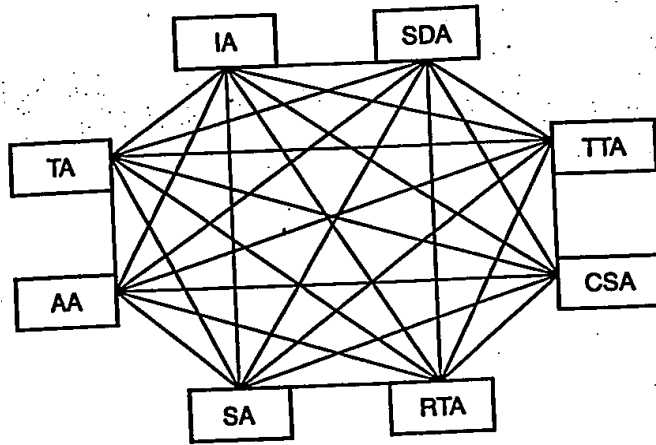


Fig. 23

190

Friday January 5 2001 -191			
	Service 1	Service 2	Service 3
<b>Seattle</b>			
Bldg 1	Up	Up	Down, up at 12 PM
Bldg 2	Down 8-10 PM	Down 8-10 PM	Down 8-10PM
Bldg 3	Up (Slow)	Up	Up
<b>Sydney</b>			
Bldg 1	Up	Up	Down, up ?
Bldg 2	Up	Up (slow)	Up
.			
.			
.			

Fig. 24



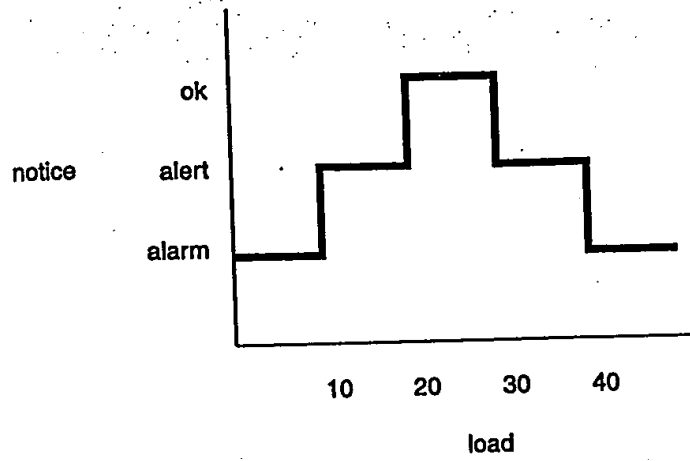


Fig. 25

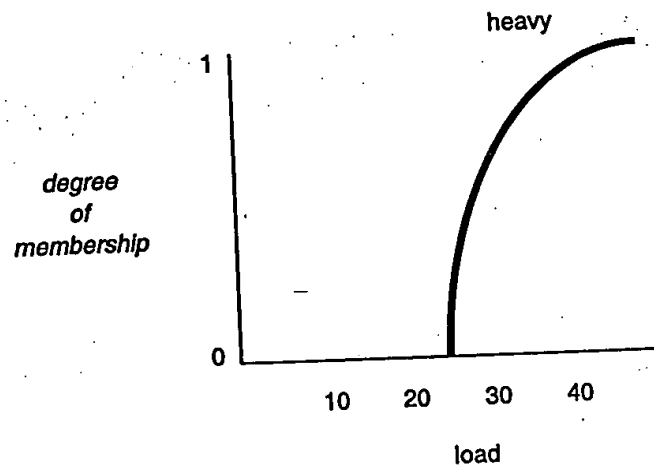


Fig. 26

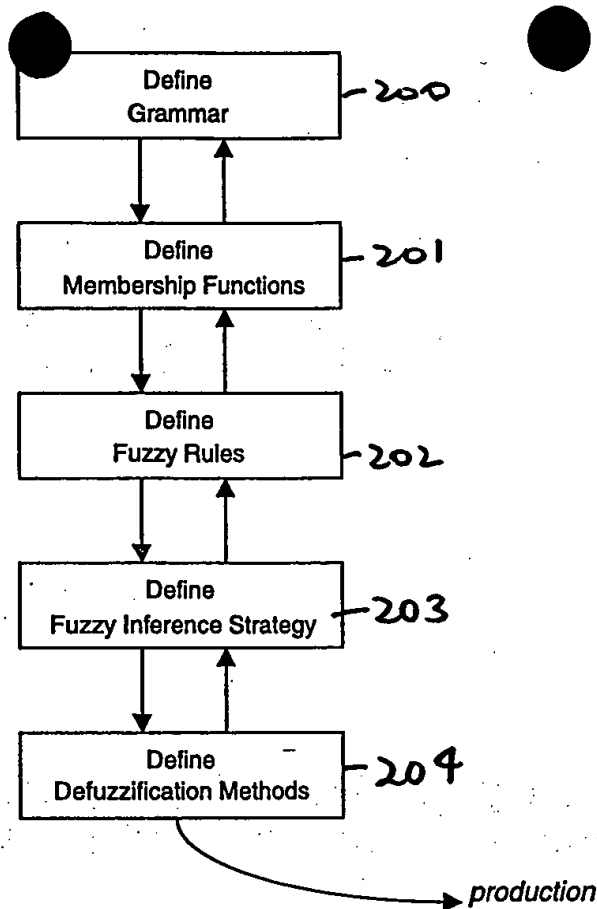


Fig. 27

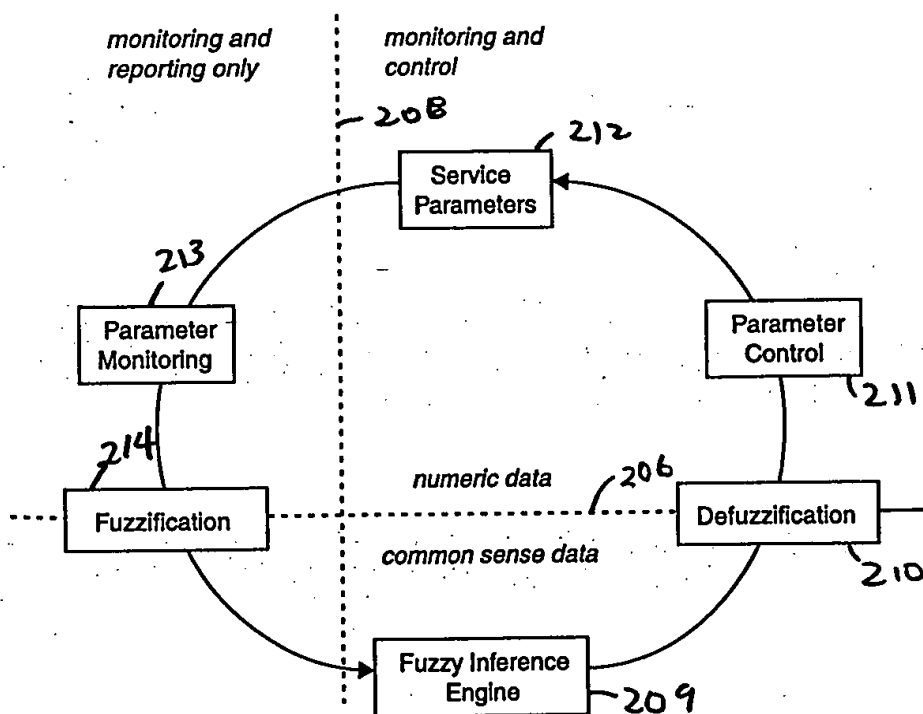


Fig. 28



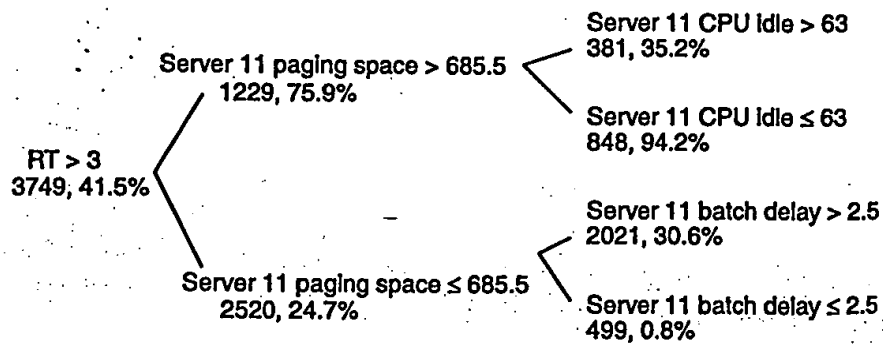


Fig. 30

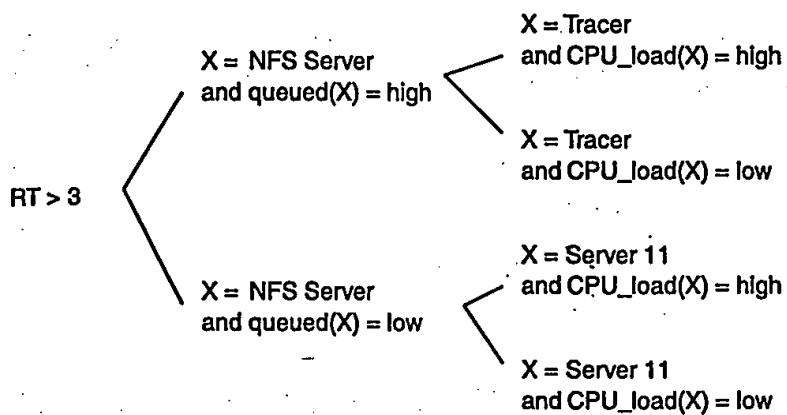


Fig. 31

230

Service Agreement with XYZ Server Farm						
Name						
Address						
Phone						
Email						
Policies						
Availability	___ (select 90 – 100 %)				\$___	
Response Time	___ (select 2 – 5 sec)				\$___	
Security	___ (select high- med-low)				\$___	
Integrity	___ (select high- med-low)				\$___	
					Total: \$___	
Go Back		(Month)			Go Forward	
Default: Availability ___ Response time ___ Security ___ Integrity ___						
Send			Cancel			

Fig. 32

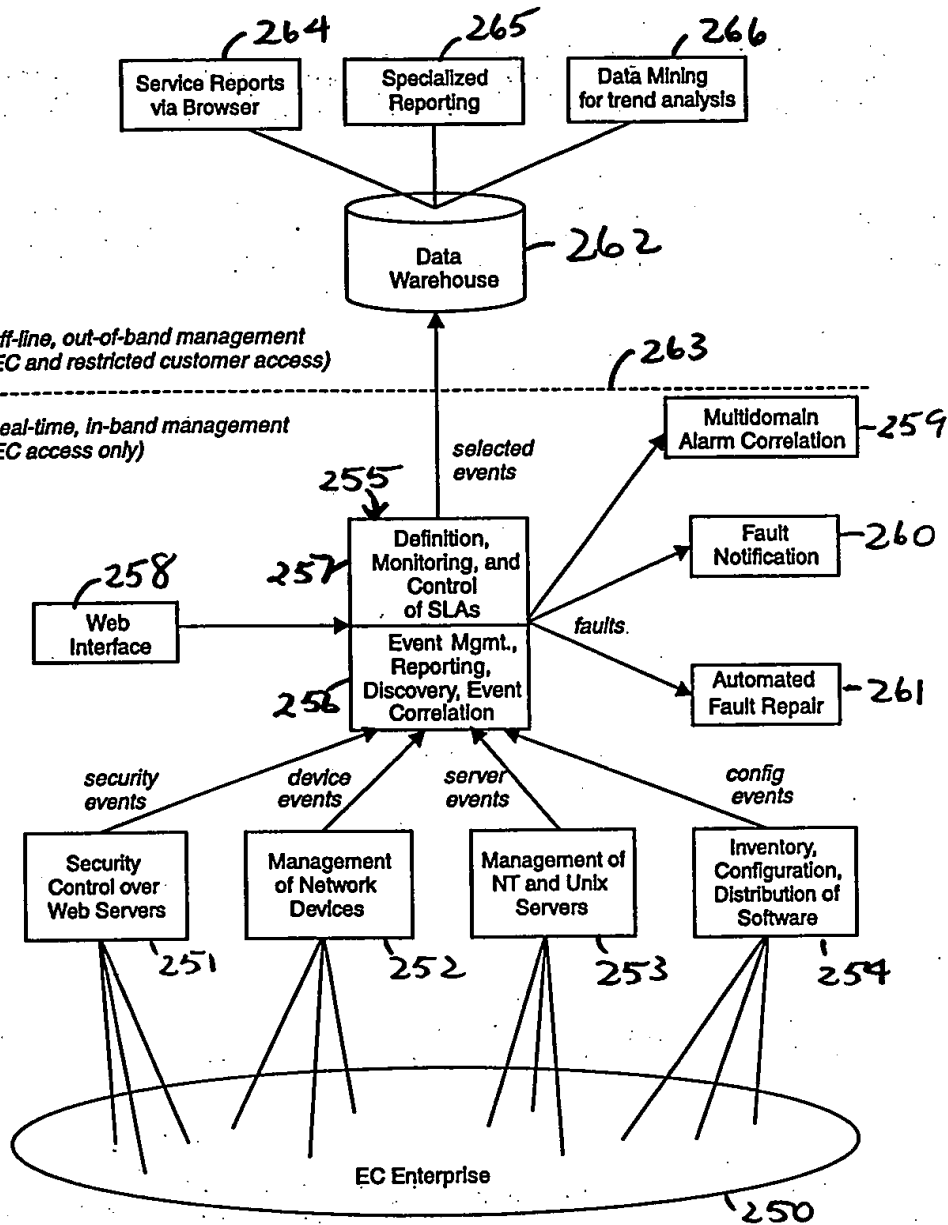


Fig. 33

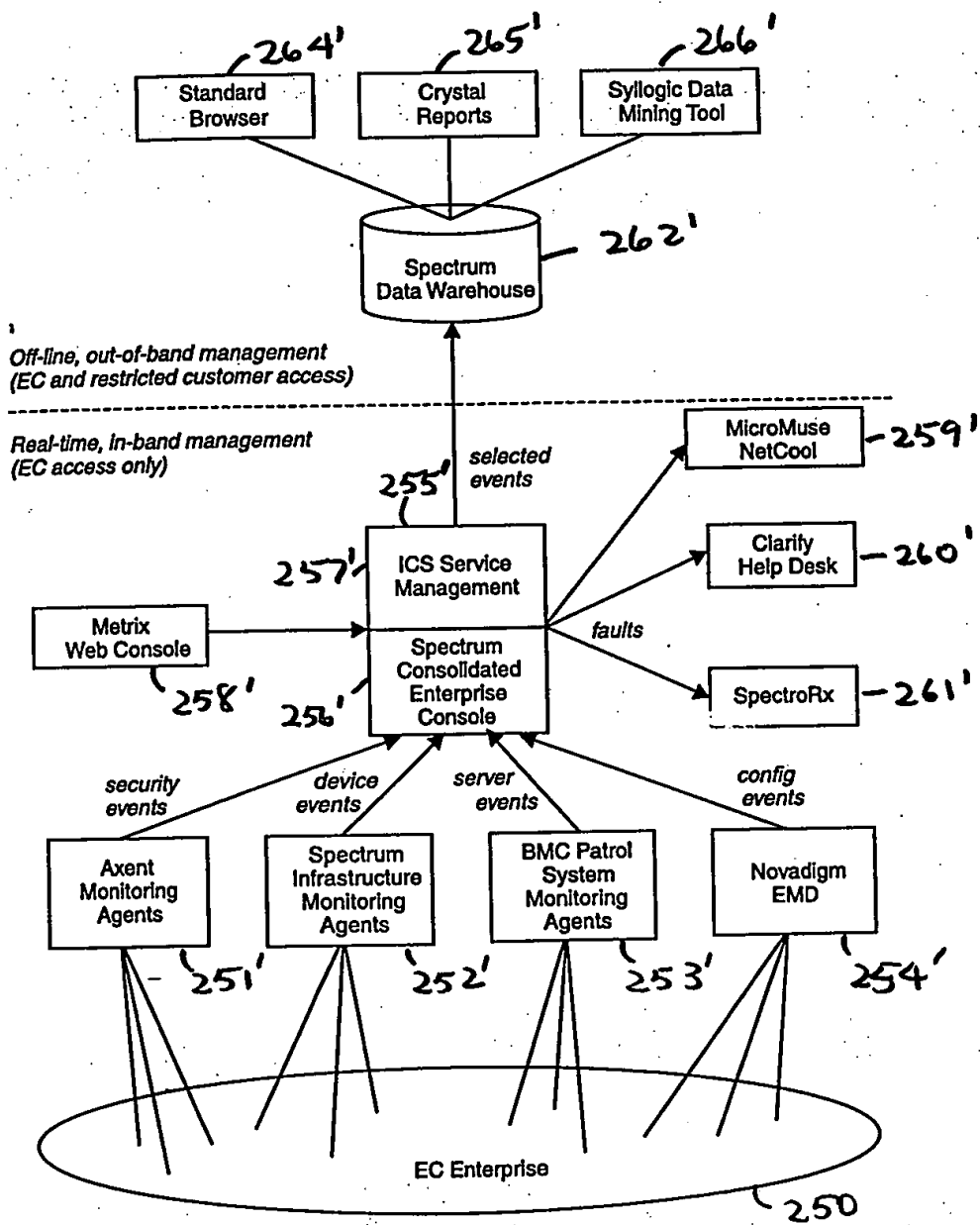


Fig. 34

[illegible]

Fig. 35

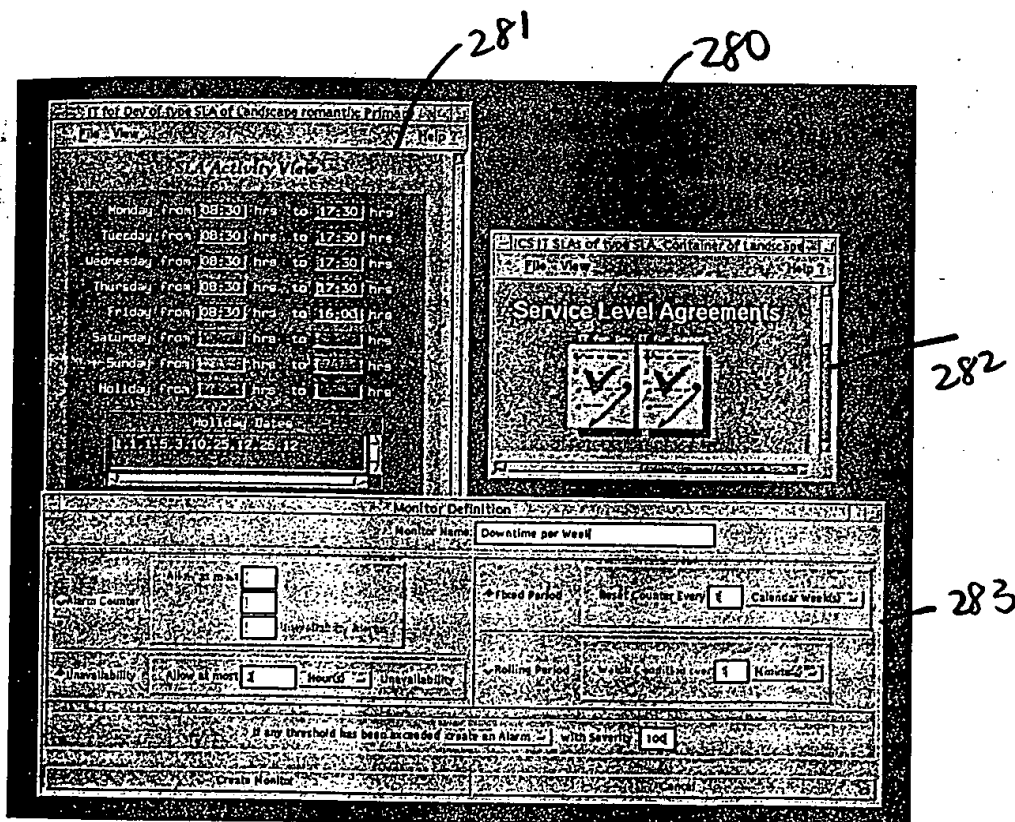


Fig. 36

**BEST AVAILABLE COPY**



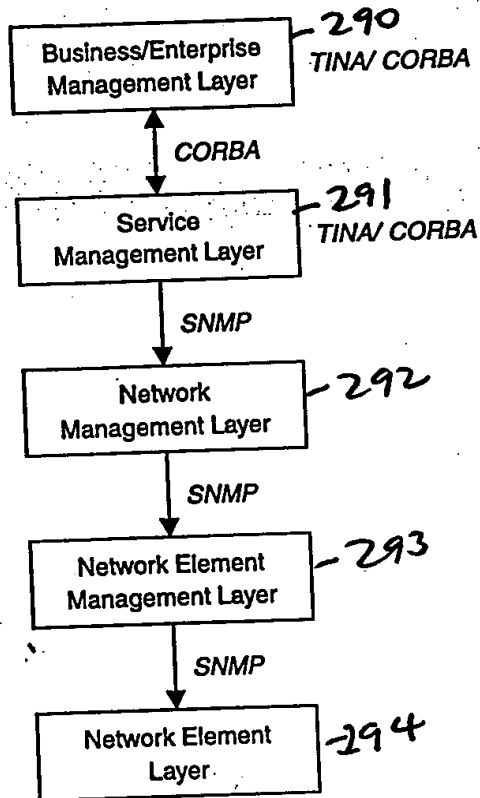
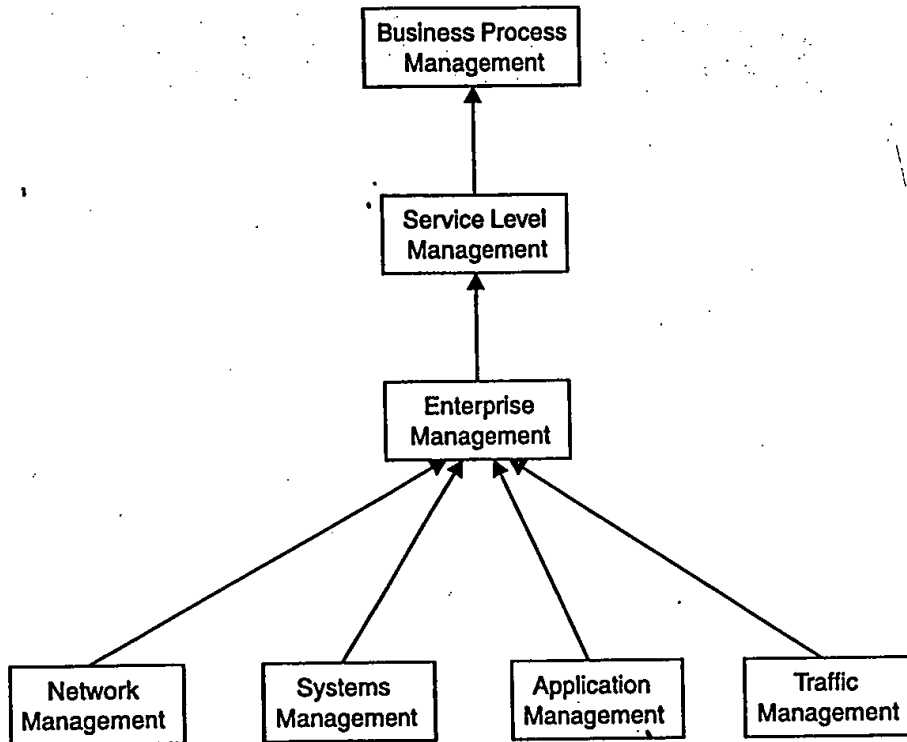


Fig. 37



*Fig. 38*